

ABSTRACT

The invention is directed to a method for monitoring services of an information technology (IT) environment. The method comprises evaluating, by a status engine, the status of a service (superordinate service) that depends on at least one of the statuses of one or more other services (subordinate services) and one or more messages. The messages come from services of the IT environment and affect the status of the superordinate service. The evaluation is performed according to one or more rules. The rules include at least one of:

- a) a rule that is based on additional attributes of the service other than the status;
- b) a rule that ignores subordinate services;
- c) a rule that is defined by a user on the basis of at least one of i) logical and ii) arithmetical operations of the status of subordinate services or of said messages or of said attributes; and
- d) a rule that is programmed individually by a user.

The invention is also directed to a corresponding computer system and a corresponding computer program product.